



OGS Food Distribution

How to Request an Order Return (Modification)
****During USDA Foods Ordering Period ONLY****

Overview

Modifications to USDA Foods Direct Delivery (aka Brown Box) or Direct Diversion (aka Processing) orders can be requested during the annual USDA Foods ordering period in February-March. **Once the USDA Foods ordering period has closed, modifications can no longer be done.**

Note: Requests are not guaranteed and must be reviewed first by OGS Food Distribution.

Please contact OGSDonatedFoods@OGS.ny.gov or call 518-474-5122 before you submit the below request to inquire.

How to Request a Return of an Order for Modification

Step 1:

Contact OGS Food Distribution by email.

Email: OGSDonatedFoods@OGS.ny.gov

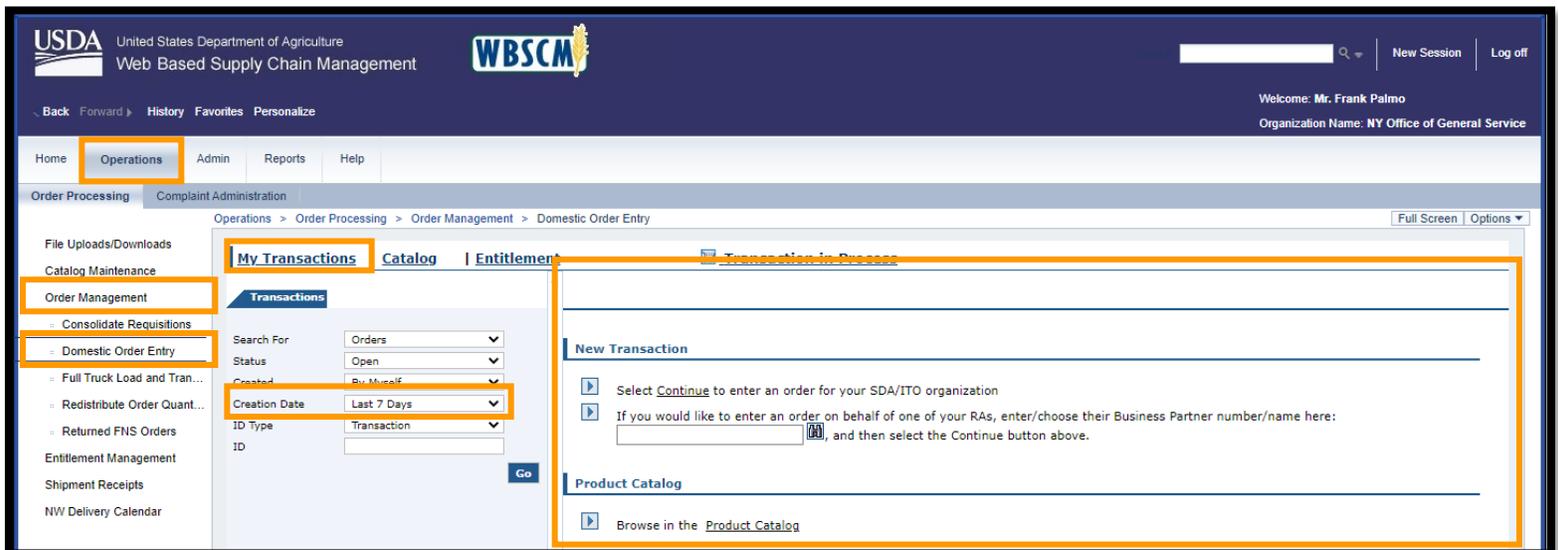
Subject Line: Please include your school code, school name, and – Return Order (i.e., G067 East Ramapo Central Schools – Return Order)

Log into WBSM (<https://portal.wbscm.usda.gov>) > Reports > Requisition Status Report > Export > Export as Microsoft Excel file > Highlight the order(s) that you need to modify

Step 3:

Log into WBSM (<https://portal.wbscm.usda.gov>) > Order Management > Domestic Order Entry > My Transactions

- Change the Creation Date to 'Last 7 Days' and click 'Go'.
- Locate each of the changes, make the modifications needed, and then click 'Change'.



If you have any questions, please contact OGS Food Distribution at OGSDonatedFoods@OGS.ny.gov.